

## Accounting Services

### Increasing accounting services value for our customers

The Accounting Services Business Line represents about 44 percent of DFAS business revenue and delivers timely, meaningful business intelligence to meet the management needs of Defense Department leaders.

Customers at the field and departmental levels depend on DFAS for accounting support for all types of funds — appropriated funds, working capital funds and trust fund activities. Accounting professionals maintain accounting systems and develop procedures to implement federal accounting requirements mandated by Congress, the Office of Management and Budget, Treasury and the Department of Defense.

In FY 2002, the Accounting Services Business Line realized significant results from its efforts to become a more strategy-based organization. The Balanced Scorecard helped to improve the delivery of day-to-day products and services and helped team members see how each contributes to the organization's mission. The team achieved a 99.96 percent timely delivery rate for departmental accounting reports while reducing the number of days to produce the reports, reduced problem disbursements by 90 percent from the FY 1998 baseline, and improved the quality of products and services throughout the business line.

For customers of accounting services, best value means delivering insightful and trusted business intelligence in time to enhance the quality of decisions made by defense leaders. Moving forward, DFAS will refine its day-to-day use of the Balanced Scorecard, pursue opportunities to streamline accounting operations, increase partnering with customers to improve timeliness and accuracy of accounting reports, and deploy new technology and systems aimed at improving products and reducing the cost of doing business.

Current as of January 2003

